

Transcript: Chris Sofield (deactivated)-4597442011676672-6025226042949632

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Uh, yes. Um, I noticed that, um, my benefits were taken out of my pay today and I would like to request my cards- Um- ... um, via mail. Uh- If your- Go ahead. I'm sorry. If, if the first deduction was today, then there's no information available yet because the deductions start the insurance policy the following Monday after we receive that information. Um- Okay. Yeah. So, and, uh, once the policy goes into effect that Monday, ID cards will typically arrive one to two weeks afterwards. Uh, but where we stand right now, if this was the first deduction, there's not going to be any information yet because it doesn't exist yet. Okay. All right. Thank you very much. You're welcome. Have a good day. You too. Bye-bye. Bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Uh, yes. Um, I noticed that, um, my benefits were taken out of my pay today and I would like to request my cards-

Speaker speaker_1: Um-

Speaker speaker_2: ... um, via mail. Uh-

Speaker speaker_1: If your-

Speaker speaker_2: Go ahead. I'm sorry.

Speaker speaker_1: If, if the first deduction was today, then there's no information available yet because the deductions start the insurance policy the following Monday after we receive that information. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah. So, and, uh, once the policy goes into effect that Monday, ID cards will typically arrive one to two weeks afterwards. Uh, but where we stand right now, if this was the first deduction, there's not going to be any information yet because it doesn't exist yet.

Speaker speaker_2: Okay. All right. Thank you very much.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye. Bye.